

Clerical and Office Group
Office Supervisor, Meter Maid and Customer Service Series

CUSTOMER SERVICE SUPERVISOR II
6/94

Summary

Under general supervision, administer and participate in, meter reading, field inspection and customer service activities.

Typical Duties

Administer meter reading, field inspection and customer service activities. Involves: establishing monthly reading schedules, zones and routes; ensuring accurate monthly reading of all water utility accounts; reviewing and analyzing field reports and work volume statistics to determine section requirements; coordinating activities with other sections; recommending changes in operations and policies to division head; assisting in preparation of annual work plan and budget; monitoring and projecting expenses to maintain budget; preparing and maintaining records and reports.

Analyze and resolve complex customer service cases. Involves: monitoring and analyzing account usage; researching account histories; posting estimated readings and account adjustments, as required; ordering field investigations and tests on meters to correct discrepancies; interpreting and explaining departmental rules, policies and procedures in response to questions and complaints from residential and commercial customers.

Supervise assigned personnel. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Includes: substituting, if assigned, for immediate supervisor, subordinates or co-workers during temporary absences by performing specified duties and responsibilities essential to maintain continuity of customer service.

Minimum Qualifications

Training and Experience: Graduation from high school or equivalent and five years of customer service field experience which involved applying standard practices to independently resolve customer service problems, of which at least two years involved supervision; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: departmental rules, regulations and policies customer relations practices and techniques; supervisory practices and procedures; office practices and procedures; local geography and street locations. Good knowledge of: meter reading, routing, customer billing and account coding; components and operation of water meters and plumbing fixtures; bookkeeping methods and procedures; water conservation concepts and practices.

Ability to: tactfully deal with irate customers by explaining relevant departmental policies and regulations; accurately perform and check mathematical calculations; interpret a wide variety of well defined, administrative guidelines and apply principles of logic to define problems, collect data, establish facts and draw valid conclusions dealing with a variety of abstract and concrete variables; establish and maintain effective working relationships with fellow employees, customers and the general public; firmly, justly and impartially exercise delegated supervisory authority to lead, motivate, train and evaluate assigned personnel; express oneself clearly and concisely both orally and in writing in order to maintain records and prepare reports

Skill in the use of common office equipment, automated hand-held meter recording devices and personal computers.

Physical Requirements: Required to: occasionally walk, bend, stoop, squat, move steel plate meter covers and work outdoors in all kinds of weather.

Special Requirements: Work evenings, weekends, holidays and mandatory overtime, as required.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Director of Personnel

Department Head

OFFICIAL